

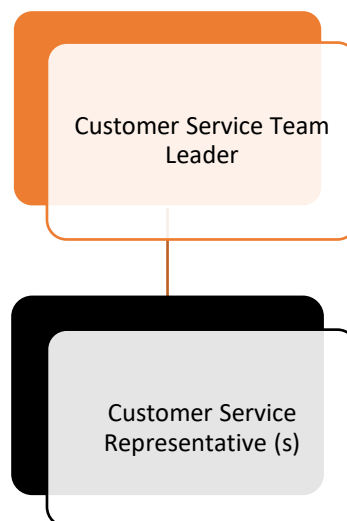
## POSITION DESCRIPTION

<b>Position Title:</b> Customer Service Representative	<b>Direct Manager:</b> Customer Service Team Leader	
<b>Budget Responsibility:</b> Quarterly Sales Targets specific to each TM & Region	<b>Direct Reports:</b> Nil	<b>Indirect Reports:</b> Nil

### WHAT YOU'RE HERE TO ACHIEVE

**Key purpose:** The primary responsibility of the customer Service representative is to provide pre and post-sales and administrative support for all Gallagher products. To undertake sales, promotions in association with the Territory Manager team and rural reseller network. To implement Gallagher Animal Management marketing and sales initiatives. Maximising benefit to customers of the Gallagher Customer Support Package.

### WHERE YOU'LL FIT IN #TEAMGALLAGHER



### WHO YOU'LL BE WORKING WITH

Internal Relationships	External Relationships
<ul style="list-style-type: none"> <li>Tech Support Team</li> <li>Stores team</li> <li>Marketing</li> <li>Regional &amp; Territory Managers</li> </ul>	<ul style="list-style-type: none"> <li>All customers and users</li> </ul>

WHAT YOU'LL BE DOING	
Key Accountability	Outcomes/ Expectations
<b>Support customers with transaction completion and efficiency</b>	<ul style="list-style-type: none"> <li>• Delight customers with efficient, conclusive and appropriate outcomes to enquiry and order submission</li> <li>• Be the 'lynch pin' connecting Gallagher to its customers delivering the Gallagher Customer Support Package</li> </ul>
<b>Contribute to Sales objective both regionally and nationally</b>	<ul style="list-style-type: none"> <li>• To align and plan with Territory Managers and achieve/exceed Territory annual budget;</li> <li>• 3 monthly Targets matched to 'at risk' earnings</li> <li>• Align with Territory Managers to maintain a demonstrated monthly contact cycle</li> <li>• Work with Regional Sales Manager &amp; Product Managers to ensure implementation of</li> <li>• promotions and other activities meet goals and targets</li> <li>• Refer potential leads to Gallagher Territory Management team where solutions or</li> <li>• support are required to maximise the sales opportunity</li> </ul>
<b>To build relationships with regional reseller network</b>	<ul style="list-style-type: none"> <li>• Maintain an active call programme that is both deliverable and in line with reseller and TM expectations</li> <li>• Work with Regional Sales Manager &amp; Product Managers to ensure implementation of promotions and other activities meet goals and targets</li> <li>• Identify new and existing opportunities in order to grow sales</li> <li>• Actively evaluate market and feedback any relative information on competitor activities or initiatives.</li> <li>• Refer potential leads to Gallagher Territory Management team where solutions or support are required to maximise the sales opportunity</li> </ul>
<b>To operate actively as part of the greater Gallagher Australian Team</b>	<ul style="list-style-type: none"> <li>• Provide support to other team members as and when required</li> <li>• Participate in the implementation and achievement of team objectives and action plans</li> <li>• Actively participate in team meetings</li> <li>• Assist in supporting team events and ensuring that peers act responsibly and professionally</li> <li>• Ensure that dress standards are maintained at an expected level resulting in a professional representation of the Company</li> <li>• Ensure that behaviour and activities are maintained in terms of policy</li> <li>• Be prepared to share knowledge and experience to all team members both individually and at team meetings to assist the team meet overall objectives</li> </ul>

## WHAT YOU'LL BE DOING

Key Accountability	Outcomes/ Expectations
	<ul style="list-style-type: none"> <li>Ensure that confidentiality is respected and maintained to ensure that no one person is disadvantaged and to ensure that a competitive advantage is maintained at all times</li> </ul>
<b>To comply with Gallagher Administration Policy</b>	<ul style="list-style-type: none"> <li>Maintain all company tools of trade in a safe and professional condition</li> <li>Complete all administrative functions in a timely and professional manner in terms of policy</li> </ul>
<b>Service Level</b>	<ul style="list-style-type: none"> <li>Ensure sales order priorities are managed within accepted service level</li> </ul>
<b>Error and enquiry correction</b>	<ul style="list-style-type: none"> <li>Delight customers with efficient, conclusive and appropriate outcomes to enquiry and error correction</li> </ul>

Including any other duties not specified that may be required to complete the role, and as requested by the Reporting Manager.

## WHAT YOU'LL NEED

### Qualifications and / or Experience:

- Strong computer skills including, Excel, Word, PowerPoint knowledge and a working knowledge of software
- Strong literacy and communication skills
- Undergraduate or graduate education within Agriculture
- Demonstrated service experience, by phone and in person

### Skills / Competencies:

- A practical & can do attitude preferably with empathy towards Agricultural
- Knowledge of electric fencing, Animal management systems
- Keeping our customers, internal and external, as the focus of all decisions and actions.
- Always looking for opportunities to do things better, smarter and faster.
- Delivering high quality work.
- Developing close working relationships with Managers, Project Managers and Team Leaders within the business unit and relevant people from other departments.
- Communicating in an open and transparent manner.
- Treating everyone equally with trust and respect.
- Taking responsibility for actions and decisions.
- Making decisions in the best interest of the company, its stakeholders, in line with the Gallagher values

# Protect what matters most.

Our purpose and our values apply to our extended Gallagher family including our employees, customers, partners and community.

